

## Administrative Vendor - Performance Report December 2007

<b>Single Point of Entry Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	<b>98%</b>	99.9%	16,659 applications processed in 4 days out of 16,667 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	<b>5%</b>	0%	0 blocked out of 99,099 calls attempted*
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	<b>5%</b>	0.4%	385 out of 99,099 incoming calls*
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	<b>100%</b>	100%	141 returned in 2 days out of 141 voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

<b>Healthy Families Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Completeness determination of applications within three (3) business days after receipt from SPE.	<b>99%</b>	99.9%	12,071 out of 12,077 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	<b>99%</b>	100%	57 out of 57 appeals
		99.9%	16,103 out of 16,109 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	<b>99%</b>	99.8%	82,858 out of 83,053 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	<b>3%</b>	0%	0 blocked out of 164,557 calls attempted*
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	<b>3%</b>	0.8%	1,528 abandoned calls out of 164,557 incoming calls*
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	<b>85% in 25 seconds</b>	91.3%	100,204 calls answered in 25 seconds out of 111,783 calls answered*
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	<b>100%</b>	100%	477 returned in 2 days out of 477 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor - Quality and Accuracy Performance Report November 2007

<b>Single Point of Entry Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	<b>98%</b>	98%	640 applications screened correctly out of 653 applications

<b>Healthy Families Program Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	<b>98%</b>	98.3%	393 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	<b>98%</b>	99.3%	397 applications with correct eligibility determinations out of 400 HFP AER applications
Accuracy of adjudications of HFP appeals received.	<b>98%</b>	100%	65 appeals with correct appeal determinations out of 65 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	<b>98%</b>	100%	1,272 correct and successful 834 transactions generated out of 1,272 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	<b>98%</b>	99.9%	1,199 correct generated and successfully posted plan files out of 1,200 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	<b>98%</b>	100%	400 correct determinations and successfully generated plan files out of 400 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.